

# 2005 SWRSEA Full Agenda

Date/Time	Event	Track
July 17 Noon – 6:00 PM	Golf Tourney. Scramble. Registration starts at 10AM. Tee Time is Noon. Stone Links Golf Course. Many prizes including a car for hole in one. Separate registration form included in registration packet. Transportation from the hotel is provided.	
July 17 1:00 – 5:00 PM	Conference Registration	
July 17 6:00 – 9:30 PM	President's Reception at the Clinton Library. The doors to the Library will be open at 6:00 PM. Self-guided and docent-guided tours of the Library will be available throughout the evening. Whole Hog Café will be serving their award winning BBQ all evening. So, if you are on the golf course at 6PM you still have time to join us at the Library.	
July 18 7:00 AM – 5:00 PM	Conference Registration	
July 18 7:30 – 8:30 AM	Continental Breakfast	
July 18 8:30 – 10:30 AM	Opening Ceremony	
July 18 10:30 – 11:00 AM	Refreshment Break	
July 18 11:00 AM – Noon	Keynote Address	
July 18 Noon – 1:30 PM	Luncheon, Keynote Address	
July 18 1:30 – 3:00 PM	<b>Outsourcing – Managing Contract Operations.</b> As outsourced services for core child support functions increase, effective contracts become more crucial. This presentation will cover innovative and best practices used by states to effectively manage the contract lifecycle – from developing a business case through contract award, implementation, and management.	Pol/Leg
July 18 1:30 – 3:00 PM	<b>Arrears Management Through Early Intervention.</b> The amount of unpaid child support is a very large number nationally. In this workshop states discuss their best practices, analysis of case data and recommendation for policy change. Collections may not be the only way to control over \$90 million in unpaid support. Limiting Retroactive support, becoming involved sooner in the life of a case, and setting support amount at reasonable rates for low income and no-income fathers may prevent them from going underground and may actually be of more benefit to families.	Case Mgmt.

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July 18 1:30– 3:00 PM	<b>Legislative Update – The Child Support Provisions of the TANF Reauthorization Bill.</b> When enacted, this legislation will have a profound affect on the child support agency. Experts will discuss the child support provisions of the bill and the status of the bill as it moves through Congress.	Policy Leg
July 18 1:30 – 3:00PM	<b>Medical Support Performance Measure.</b> This workshop will focus on the sixth program performance indicator, Medical Support. There are two possible measures, one that measures support order establishment and one that measures enforcement. Federal OCSE staff will discuss the new measures, the federal reporting requirements and the impact on state child support agencies.	Policy Leg
July 18 3:30 –5:00 PM	<b>Ducks of a Feather Flock Together - Partnering with Other State and Tribal Child Support Agencies.</b> This workshop will be a roundtable discussion of how states and Tribal child support agencies can work together for the benefit of the families they serve.	Case Mgmt Tribal
July 18 3:30 – 5:00 PM	<b>Federal and State Criminal Non-Support Prosecution.</b> Another tool in the enforcement of child support is prosecution in criminal court. Experts will discuss preparing cases for criminal prosecution. Special projects focusing on criminal prosecution and ways to achieve maximum outcomes.	Judicial/ Legal
July 18 3:30 – 5:00 PM	<b>Web-based Services Roundtable.</b> States representatives lead the discussion about web-based services for customers and employers.	Case Mgmt
July 18 3:30 –5:00 PM	<b>Bringing Strategic Visions into Focus.</b> The strategic planning process provides for the development of a long-term vision and creates strategies that help to achieve ideals. However, once you’ve put your dreams on paper, how do you make them come true? Since 1991, Texas has utilized a strategic planning process for state agencies including formal documents that communicate agency goals, directions, and outcomes. At the Texas Attorney General’s Child Support Division, planning has gone a step further to ensure that its long-term vision is reflected in all division functions and projects. With the creation of annual business plans, the CSD is able to link its dreams with its daily operations. Business plans allow the CSD to plan, monitor, and direct its operations while keeping the organization focused on common goals.	Policy/ Leg
July 19 7:00 AM – 5:00 PM	Conference Registration	
July 19 7:30 -8:30 AM	Continental Breakfast	
July 19 8:30 – 10:00AM	Plenary Session	

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July 19 10:00 – 10:30 AM	Refreshment Break	
July 19 10:30 AM- Noon	<b>Paternity Dis-Establishment.</b> Paternity disestablishment has become an important issue for states. New state laws have been enacted or are being considered that allows a man to challenge his established paternity. States discuss the impact on the IV-D program, the legal issues involved including Paternity Acknowledgements and Judgments, and the federal perspective (see PIQ 03-01).	Case Mgmt/ Legal
July 19 10:30 AM - Noon	<b>The Service Members’ Civil Relief Act.</b> Experts discuss the new law and the impact on child support case processing.	Judicial/ Legal
July 19 10:30 AM – Noon	<b>“The Magic Moment”:</b> <b>Paternity Establishment, Father Involvement, and Family Formation.</b> The evidence of strong father involvement early in a child’s life-real early, as in before birth!-provides child support agencies a unique opportunity to support families while doing our job of establishing paternity establishment from one that sees it as “Legal” action, to one that can see it as part of family formation. This workshop will provide both the research background and the practical tools needed for a child support agency to make the most of this “magic moment.”	Case Mgmt
July 19 10:30 AM - Noon	<b>Interstate Case Law Update.</b> An update on cases involving interstate case processing issues. Includes not only a discussion of the cases, but also associated trends and issues.	Judicial/ Legal
July 19 Noon – 1:30 PM	Lunch on your own	
July 19 1:30 – 3:00 PM	<b>All You Wanted To Know About Tribal Child Support But Were Afraid To Ask.</b> Experts from the tribal nations will discuss tribal jurisdiction, sovereignty, case transfer, and frequently asked questions about child support tribal IV-D Programs.	Tribal
July 19 1:30 – 3:00 PM	<b>View from the Bench.</b> Judges from all five states discuss child support actions and family projects in their courtroom.	Judicial/ Legal
July 19 1:30 – 3: 00 PM	<b>Interstate Roundtable.</b> A highly interactive session where participants should bring their problems and solutions for cases involving the other Southwest Region States.	Case Mgmt

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July 19 1:30 – 3:00 PM	<b>Building Debt While Doing Time: Promising Practices for Child Support Services to Incarcerated Parents.</b> With 25-30% of all NCPs spending at least some time in prison during their lives, child support programs need to develop strategies and services for incarcerated NCPs to address everything from default paternity establishment to order modification to visitation issues. The presenters will describe findings from recent child support demonstration projects targeting incarcerated parents and practical solutions developed for ongoing services to help keep parents who are “locked up” from being “locked out.”	Case Mgmt
July 19 3:00 – 3:30 PM	Refreshment Break	
July 19 3:30 – 5:00 PM	<b>Child Support and Bankruptcy.</b> Experts in bankruptcy discuss the impact of Bankruptcy on the enforcement of child support cases. In this workshop you will learn the process that must be followed when the Obligor files bankruptcy.	Judicial/ Legal Case Mgmt
July 19 3:30 – 5:00 PM	<b>Interstate FIDM Liens.</b> Currently Arkansas, Louisiana, New Mexico, and Oklahoma are members of the Consortium to facilitate the processing of financial institution liens across state lines. Representatives from those states will discuss the effectiveness of this process and issues that have arisen.	Case Mgmt Judicial/ Legal
July 19 3:30 – 5:00 PM	<b>Customer Service: Soothing Ruffled Feathers.</b> Join us for a workshop aimed at taking customer service from a buzz word to a standard in our child support offices. Grounded in the reality of the child support world, we'll present ways to increase customers' appreciation that the program values and want to serve them, even in the face of the very real constraints on what the program can and can't do for them. Practical tips for dealing with tough issues such as confidentiality and saying no will help all staff gain confidence when faced with these emotional hot buttons.	Case Mgmt
July 19 3:30 – 5:00 PM	<b>Child Support Guidelines.</b> The panelists discuss issues such as setting new support orders in another state, addressing the reasonable cost of Medical Support as part of the guidelines, the needs of the children in determining support awards, and the ability of the NCP to pay support.	Case Mgmt Policy/ Legal
July 19 6:30 PM – Whenever	Gala Event in the Peabody Grand Ball Room DJ and Dancing Heavy hors d'oeuvres Awards Presentation	

Date/Time	Event	Track
July 20 9:00 – 10:00 AM	Plenary Session – Mock Tribal Court	
July 20 10 :00 –11:00 AM	Business Meeting Drawing for Trip to NCSEA Conference, you must be present to win. Adjourn	